

**PVTA  
Pioneer  
Valley  
Transit  
Authority**

**Administrative Headquarters  
Old North Main St. Firehouse  
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Springfield, MA 01107  
(413) 732-6248**

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**MINUTES OF PVTA'S  
PARATRANSIT COMMITTEE MEETING  
May 27, 2015**

The Paratransit Committee meeting of the Pioneer Valley Transit Authority was held on Wednesday, May 27, 2015 at the Pioneer Valley Transit Authority Office located at 2808 Main Street in Springfield, MA, at 11:15 A.M.

**1. ATTENDANCE**

**PRESENT:**

Carolyn Brennan, East Longmeadow; Paula Dubord, Wilbraham; Brian O'Leary, Belchertown; Marilyn Ishler, South Hadley;

Other's Present: Mary MacInnes, PVTA; Josh Rickman, PVTA; Brandy Lamour, PVTA; John Musante, Amherst

**NOT PRESENT:**

Richard Theroux, Agawam; Mark Gold, Longmeadow; Paul Burns, Palmer;

A quorum being present, Chairperson of the Paratransit Committee, Carolyn Brennan, called the Paratransit Committee meeting to order at 11:20 A.M.

**2. APPROVAL OF MINUTES OF NOVEMBER 19, 2014**

Chairperson Brennan asked for a motion from the Committee to approve the Paratransit meeting minutes held on November 19, 2014.

**Motion:** Moved and seconded (O'Leary/Dubord) to approve the minutes of the November 19, 2014 Paratransit Committee Meeting.

Chairperson Brennan asked if there was any discussion, hearing none, asked for all those in favor to say aye.

Motion passed by a majority vote.

**3. PARATRANSIT POLICY CHANGE**

Josh Rickman of the PVTA reported on the proposed Paratransit policy change and stated the following.

The PVRTA will continue to use a percentage based model but will increase the percentage to 15% and the minimum number of trips to be considered for a suspension to 20. This means that an individual who took 20 trips in a single month would need to no show 3 trips. This retains the minimum of 3 no shows while progressing to the percentage based model. The proposed reduced suspension length has been retained.

Following is a list of incidents that would result in a no-show being charged.

**No-Show:** A customer who is not at the scheduled point of pick-up during the 20-minute window in order to board within five minutes of the vehicle arriving.

**Cancel at Door:** A customer who cancels at the door or “waves” away the driver who has arrived at the scheduled pick-up time and location. This is considered a no-show as the vehicle arrived at the scheduled pick-up.

**Late Cancel:** When the customer calls to cancel a previously scheduled trip less than one (1) hour prior to their scheduled pick-up. This is considered a no-show as the vehicle is already in route for the pick-up. The only exception to this rule is for trips that are scheduled prior to 9:00 a.m. when there is no staff to receive the cancellation.

**No-Show at Drop off:** Occurs when a customer cannot be dropped at the destination because the caretaker is not there to receive them.

**No Show Suspension Policy:** All passengers who have 20 or more trips in a calendar month and no show more than 15% of those trips during that month will be subject to a warning or suspension. The average no show rate for PVRTA paratransit customers is 4.4%, the PVRTA will use 15% as the threshold for assessing this penalty to avoid penalizing the average PVRTA paratransit rider.

**All notification process and suspensions:** Warning letters and an appeal form with instructions will be mailed to the customers using the following timelines:

**Letter #1:** A warning letter is sent when a passenger violated the no show policy for the first time in a calendar year. The mailing will include a copy of the no show policy, with reference to potential suspension if behavior continues.

**Letter #2:** Sent certified when a passenger violated the no show policy for a second time within the calendar year. The individual will be suspended from service for a period of 7 Days.

**Letter #3:** Sent certified when a passenger violated the no show policy for a third time within the calendar year. The individual will be suspended from service for a period of 14 Days.

Letter #4: Sent certified when a passenger violated the no show policy for a fourth time within the calendar year. The individual will be suspended from service for a period of 21 Days.

Letter #5: Sent certified when a passenger violated the no show policy for a fifth (and subsequent violations during the calendar year) time within the calendar year. The individual will be suspended from service for a period of 28 Days.

A complete copy of the Paratransit Policy proposed changes have been filed with the minutes of this meeting.

Chairperson Brennan asked for a motion from the Committee to recommend to the Board approval of the Proposed Paratransit no show policy.

**Motion:** Moved and seconded (O'Leary/Ishler) to recommend to the Board approval of the Proposed Paratransit no show policy.

Chairperson Brennan asked if there was any discussion, hearing none, asked for all those in favor to say aye.

Motion passed by a unanimous vote.


#### **4. OTHER BUSINESS**

Chairperson Brennan reported that there was no other business to discuss.

#### **5. ADJOURNMENT**

There being no further business, the Paratransit Committee Meeting adjourned (O'Leary/Dubord) at 11:25 A.M.

**A TRUE RECORD**

ATTEST:   
**BRANDY LAMOUR**

Documents filed with Paratransit Committee Meeting packet:

- Proposed Paratransit Policy Change

Meeting Minutes Approved on September 23, 2015